

COOPERS FIRE LIMITED

STANDARD LIMITED WARRANTY

All Cooper's ViiFire Products come with a **Standard Limited Warranty**.

An optional, enhanced, **Warranty Plus Limited Warranty** is available to allow the customer to upgrade to include 'On-Site' cover.

WARRANTY DEFINITIONS

COOPERS – Coopers Fire Limited

PRODUCTS – Coopers ViiFire Products

WARRANTY – Cooper's Standard Limited and Warranty Plus Limited, Warranties apply to eligible ViiFire products supplied by Coopers.

Warranty details are as contained in this document.

BACK TO FACTORY - Requires the delivery and collection of product or component part for repair to Coopers by the customer.

STANDARD LIMITED WARRANTY - The Coopers Limited Warranty Statement as detailed in this document. These repairs are back to factory.

WARRANTY PLUS - This allows the customer to purchase a period of "On-Site" Limited Warranty in addition to the Coopers Standard Limited Warranty. This provides *best effort next day response once a call has been logged with Coopers Service & Maintenance Department. This service is available only within mainland Great Britain.

PROOF OF PURCHASE - A sales invoice-indicating place of purchase, date of purchase, cost of product and description of product.

PURCHASE REQUIREMENTS - Warranty Plus is only available for purchase at the time of purchase and/or order of the product or before dispatch.

BUSINESS COVERAGE HOURS - Warranty Plus service is only available Monday to Friday 8.30am to 5.00pm excluding public holidays (unless otherwise specified).

THIRD-PARTY COVER - Coopers shall not recognise, make connection with or have responsibility for any other form of service-cover acquired or purchased by the customer from other companies or organisations. Warranty Plus is not an add-on to such third-party cover.

APPLICATION - By completing and submitting an application for Warranty Plus the customer agrees that Coopers reserves the right to refuse application without providing the applicant cause or justification.

TERMINATION - By completing and submitting an application for Warranty Plus the customer agrees that Coopers may at any time, at its sole discretion and, without providing cause or justification, terminate the Warranty Plus arrangements. The customer also agrees that Coopers' total liability in these

cases shall be to refund the customer the "unused" portion of such warranty on a pro-rata remaining duration of time basis.

REQUEST FOR SERVICE - By completing and submitting an application for Warranty Plus the purchaser agrees that Coopers shall only be responsible for resolving product failures where cause is the manufacturer's defect in material or workmanship. Request for service outside of such cause shall be at the cost of the customer directly with Coopers. Product failure due to installation faults or faults arising from the customer's failure to undertake routine maintenance or use of the products outside its design parameters are not covered by Warranty Plus. Further information is supplied in the Coopers Fire Limited Warranty Statement contained in this document.

TRANSFER - Warranty Plus is not transferable.

LIMITATIONS OF LIABILITY AND REMEDIES - Except to the extent that the following limitation of liability and remedies is prohibited or limited by British law, the following limitation of liability and remedies applies. For any material breach of this warranty by Coopers, the customer's remedy and Coopers liability will be limited to a pro rata refund of price paid for this warranty for the products of issue. Coopers will not be liable for performance delays or for non-performance due to causes beyond its reasonable control. In no event will Coopers be liable for consequential loss (including downtime costs or lost profit), or other damage whether based in contract, tort, or otherwise.

LIMITATIONS OF SERVICE - The customer is responsible for providing good and safe access including removing any obstructive items not related to the Coopers product to allow Coopers engineers to perform support services. If support services are made more difficult because of such items Coopers may charge the customer for extra work at Coopers' standard service rates. Coopers do not accept any liability whatsoever for any costs so arising.

REGISTRATION OF WARRANTY - In order to register Warranty Plus cover the customer, after reading and agreeing to the Terms and Conditions detailed here must submit payment and proof of purchase to Coopers as per address provided. Coopers will issue and post a certificate to the customer's specified address. The certificate and label have to be produced on request for a support service to commence. This label when received is to be attached to the nominated product. Coopers is not obligated to provide support services if the original purchaser (customer) of a Coopers manufactured and supplied ViiFire product does not register the warranty as stated herein.

CUSTOMER'S RESPONSIBILITIES - In addition to the other Terms and Conditions of this warranty the customer will make all reasonable efforts to support and cooperate with Coopers in resolving the problem remotely, for example, starting and executing diagnostic checks, providing all necessary information, or performing basic remedial activities upon Coopers' request.

MAXIMUM USE LIMITATIONS - Products operated in excess of their maximum duty cycle as specified in the technical data sheet, operating manual, or service description, will not fall under this warranty, The undertaking of all preventative maintenance deemed necessary as per Coopers specification will not fall under this warranty.

STANDARD LIMITED WARRANTY STATEMENT

This Standard Limited Warranty is provided by Coopers Fire Limited to the original purchaser (customer) of a Coopers manufactured and supplied ViiFire products.

Unless otherwise stated by Coopers, the warranty is for a period of (12) twelve months, from the date of purchase by the customer. This Standard Limited Warranty only covers products supplied in Great Britain.

Should a product fail within the above warranty period, the customer must contact Coopers Service and Maintenance department.

This Standard Limited Warranty does not include maintenance kits (periodic or otherwise), consumable items (such as batteries), cleaning, normal wear and tear, damage caused by accident, neglect, misuse, improper installation or operation, acts of God, including but not limited to lightning, flood, earthquake and fire or any damage caused from service, maintenance, modification or tampering by anyone other than a Coopers authorised repairer, or add on products that are non-Coopers products.

Operation of the product in excess of the specifications or intended purpose, use on electrical voltages other than shown on the rating plate, or use with the serial number or rate label removed, shall be deemed abuse and all repairs thereafter shall be the sole liability of the customer.

The customer is responsible for transporting (including packaging, transportation and insurance costs) the product to and from Coopers with proof of purchase in the form of a sales receipt, including date and place of purchase, where the standard warranty for the product is return to factory.

Damage caused during transportation by failing to package the product correctly will not be covered by the warranty.

This Standard Limited Warranty ceases when the product is rented, sold or otherwise disposed of by the customer.

This Standard Limited Warranty is given in lieu of all other expressed warranties, implied warranties or conditions of merchantability, quality or fitness, whether or not limited to the duration of this limited warranty. In the event that this product shall prove defective in material or workmanship, the customer's sole remedy shall be the repair or remedy as stated in this limited warranty statement and under no circumstances shall Coopers be liable for any loss or damage, direct, incidental or consequential, arising out of the use or inability to use this product caused by any defect in the product.

Nothing contained in this Standard Limited Warranty statement shall be deemed to restrict any statutory rights of the customer.

This Standard Limited Warranty statement is subject to change without notice.

WARRANTY PLUS LIMITED WARRANTY STATEMENT

IMPORTANT INFORMATION: The following must be read in conjunction with the Coopers Fire Limited Warranty Statement and the "DEFINITIONS" section.

The Warranty Plus Limited Warranty allows the purchaser to enhance the Coopers Standard Limited Warranty from return-to-factory to an on-site service where required. This does not alter any of the Coopers Fire Limited Warranty Statement Terms and Conditions.

Customers may only elect to enhance Coopers Standard Limited Warranty through the purchase of a Warranty Plus Limited Warranty within a maximum of 14 (fourteen) days of purchasing eligible Coopers products.

Warranty Plus Limited Warranty provides *best effort next day response once a call has been logged with Coopers Service and Maintenance. This service is available mainland Great Britain only.

Warranty Plus Limited Warranty may only be purchased for Coopers consumer products. Customers applying for Warranty Plus Limited Warranty must provide a copy of their proof of purchase on application.

The Warranty Plus Limited Warranty also allows the customer access to Coopers Product Support Centre service free of charge, excluding the cost of the call. This will allow the diagnosis of minor problems that may potentially be resolved over the phone and minimise product downtime.

Under the Warranty Plus Limited Warranty products will be repaired, where possible, on site by a Cooper's maintenance engineer with free parts and labour, if the fault is a consequence of a manufacturer's defect in material or workmanship. All replaced faulty parts or products shall become the property of Coopers.

Warranty Plus Limited Warranty does not cover non-manufacturer related defects and is subject to the same terms and conditions listed in the Coopers Fire Limited Warranty Statement. It is important for the holder of Warranty Plus Limited Warranty to ensure product failure is not related to installation faults or faults arising from the customer's failure to undertake routine maintenance or use of the product outside its design parameters, otherwise repair fees will apply. For this reason the customer must discuss the problem with Cooper's Product Support Centre before logging a service call so that any customer related problems can be avoided.

A Warranty Plus Limited Warranty certificate label will be supplied to the customer on successful application. On receipt of the label the Customer must detach and affix it to the associated product. The label will serve as validation of cover by Coopers. Alterations or damage to the label may impede or invalidate the Warranty Plus agreement.

Coopers will make all reasonable efforts to correct the fault. The customer is responsible for providing safe access to the customer's site and products, and for ensuring that an adult representative is present while service is being performed. An additional charge may be billed to customer for: cleaning, general servicing requests and products that are found not defective. Relocation of the equipment is not included in this warranty, and relocation costs are the responsibility of the customer.

*Coopers Service and Maintenance department will make every effort to provide an engineer the day following receipt of a request for a service engineer visit. Coopers are not liable for circumstances out of their control which would not make a next day response possible.